Non-Traditional Conference

Working group: Student Services, by LeRoy Walser

Challenge: Payment from students

- Loan issues
- Self-finance issues

Solutions:

- Extended payment plans
- Shared costs
- Corporate support
- Learn from one another

Viewed from a small lens?

- Front end of service to students
- Experience/preparation of student service workers
- Staffing infrastructure
- Graduation plan, degree plan, academic advancement plan

Social marketing efforts

- Data flow + communication
- Use of technology + implementation of new techniques
- Market segmentation plan: The Hispanic population will be very different from the Black population. This is going to change the way we do things, but we still need to do it if we want to serve specific populations as well.

Academic – student services

- Colorado recommended having some student services people involved with data group.
- Student services won’t take over a new assignment because they have too much to do and they won’t implement new technology/systems!
- Student services must “feed” the data group!
- State & campus level coordination: There must be a person to be contacted in order to make appropriate changes as well as an action plan.

What is the state plan for next year?

- State policy/practice maps
- Reference state work plans
- Coordination between IHE’s and distinctive regions in a state
- Nevada: Interactive relationships between state-level people and campus level people (5 contact persons – 1 per campus).
- Colorado: Communicate with students
• Arkansas: Got the government involved. Individuals need to SEE an incentive.
• Arizona: Has a common database.

Tinto's tyranny: Even if we do what he recommends to keep students enrolled after the 3rd semester... what's next?
• Resources and dollars: We’re not asking you to do more with less money...
  o Redesign projects!